

POLICE COMMUNICATIONS DISPATCHER *MULTIPLE OPENINGS*

The most rewarding careers can be found in public safety. Join a career where you can help a person through what is sometimes the worst or scariest moment of their lives. If you work well in a high-stress environment, are a team player and able to quickly process information, then this is the job for you!



FREMONT DISPATCH

The Communications Center is the Public Safety Answering Point (PSAP) for the city. All Fremont 9-1-1 calls are answered by police dispatchers. Calls for service are classified and then dispatched to police personnel and/or transferred to other city departments when appropriate, including the Fire Department. There is never a dull day in the communications center which averages over 360 incoming calls and close to 300 incidents per day.



The state of the art communications center operates 24 hours a day, 365 days per year. The center employs 27 dispatchers, 6 dispatch supervisors, and 1 manager. Dispatchers are given a unique work schedule of 4 days on and four days off. Shifts consist of 11 hours with an on duty exercise program available. Employees are provided excellent training and development opportunities, are given opportunities to participate in community events, and enjoy a culture of promoting from within. They also enjoy one of the best offices in the City with floor to ceiling windows overlooking Fremont's Central Park.

WHAT EMPLOYEES SAY ABOUT THE JOB

After working at FPD for 12 years, I've found this agency allows and encourages a unique experience for members of the communications department, giving us the ability to truly be part of a team. As a lateral hire, I had experience with the industry standards. My goal was to find a department which would continually foster professional growth and personal development. Fremont Police Department not only met those standards but continues to exceed them.

-Yanneth Contrada

I want to be the greatest in my field and I know I can achieve it here at Fremont. The department is ever-evolving with the newest and greatest technology and training. The camaraderie within our department is unique. I love coming to work and being a part of a hard working team. Dispatching is much more than you could ever begin to imagine. It is the most rewarding career I could have ever imagined.

-Kayla Bacon

THE IDEAL CANDIDATE

The City is searching for an effective team player who is able to multi-task in a fast-paced work environment. The Police Communications Dispatcher must be able to learn the principles and techniques of radio communication and record keeping. The successful candidate will possess the ability to communicate clearly both orally and in writing, project a clear, distinct speaking voice, read and interpret maps and act with resourcefulness, courtesy and initiative.

EXAMPLES OF DUTIES

- Receive information, questions and requests for service from callers who may be injured, confused or abusive.
- Obtain accurate information under difficult conditions.
- Record, classify and maintain records of all communications.
- Prioritize calls for service and dispatch appropriate services which affect the outcome of public safety service.
- Quickly evaluate emergency situations and develop logical working solutions.
- Learn police codes and various statutes.
- Provide information to field units, other agencies and the public.
- Opportunities to work in a variety of assignments including: Tactical Dispatch Team, Peer Support Team, Communications Training Officer, and Mentor.

EDUCATION AND EXPERIENCE

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be graduation from an accredited high school (GED or CHSPE may be substituted for a high school diploma) and one year of successful full-time responsible experience performing work where the essential functions of the job involved public contact, computer usage, or heavy telephone traffic.



LICENSES/CERTIFICATES/SPECIAL REQUIREMENTS

Typing Certification:

Positions in this classification require the ability to type a minimum of 45 net words per minute (wpm). A typing certificate dated within the last six months is required to be submitted with the application. Typing certificates may be obtained at the following locations:

- Fremont Adult School
- Temporary employment agencies (e.g. AppleOne, Manpower, etc.)
- Community colleges

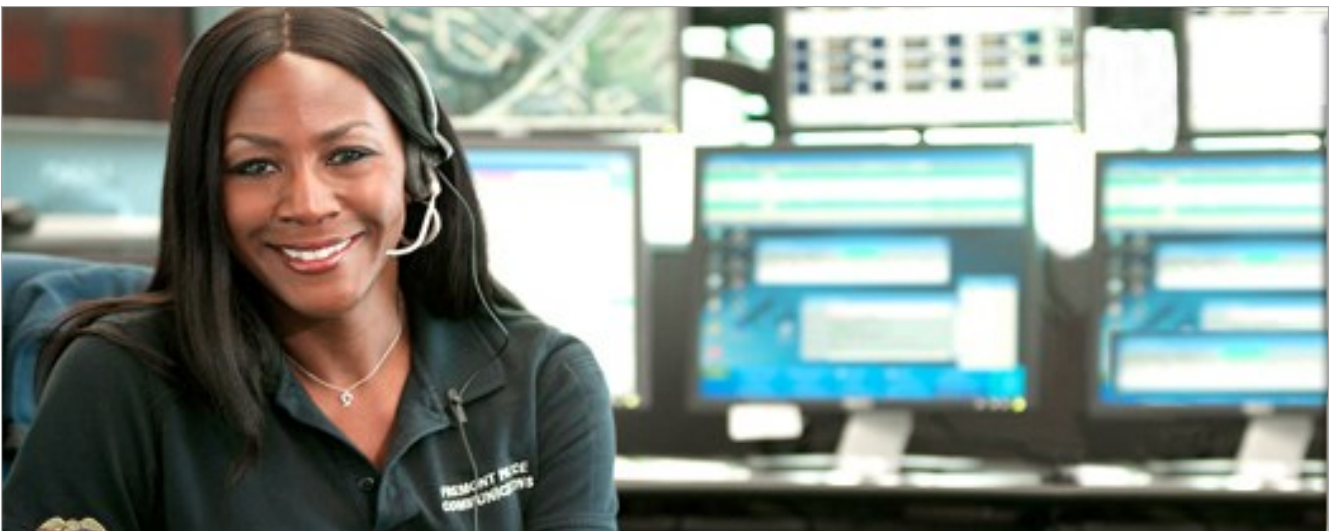
A self-administered, online test will not be accepted.

POST Communications Dispatcher Test:

This position requires you to pass the POST Communications Dispatcher written test with a T-score of at least 51 dated within the last six months. Applicants have the following options for taking the test:

- Submit scores from other agencies
- Take the test at South Bay Academy for a \$20 fee: <http://theacademy.ca.gov/tests>
- Wait for the City of Fremont to administer the test at no cost (offered approx. every 2 months)

POST does not allow candidates to test more than once in a 30 day period.





COMPENSATION & BENEFITS

The annual salary is \$68,657—\$83,464 depending on qualifications. Fremont offers an attractive benefits package, which includes, but is not limited to:

- Excellent CalPERS retirement plan
- Up to \$1,500 in tuition reimbursement per year
- \$1,672 per month to spend towards the Teamsters Local 856 Health and Welfare Trust which includes excellent medical, dental, vision, retiree medical and additional life insurance
- \$50,000 life insurance coverage
- Annual general leave bank starting at 192 hours with a maximum of 264 hours
- 12 paid holidays and 1 floating holiday per year
- \$650 uniform allowance
- Comprehensive wellness program
- Opportunities for extra compensation for overtime and specialist pay
- A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

The probationary period for this Teamsters represented position is twelve (12) months, which begins after successfully completing the (9) month internal training program.

APPLICATION INSTRUCTIONS

To be considered for this position, apply online by submitting a completed City application, resume and typing certificate through our on line application system:

www.fremont.gov/cityjobs

The test process for this position may include a written exam, performance exam, a panel interview, and/or a full police department background, including polygraph. This position also requires candidates to pass a medical and psychological exam which includes drug testing (as mandated by the Department of Transportation) and to be able to distinguish and interpret the meaning of colors on video display terminals. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.



REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660. The City of Fremont is an Equal Opportunity Employer.

Tentative Recruitment Schedule

Ongoing

15POL11
HUMAN RESOURCES DEPARTMENT
City of Fremont
3300 Capitol Avenue, Building B
Fremont, CA 94538

